Department of Community Services

2009-2010 French-language Services Plan

Message from the Deputy Minister

On behalf of Nova Scotia's Department of Community Services, I am pleased to present our department's French-language Services Plan for 2009-2010.

Past programs and plans have left us well-positioned to focus on direct services to the Acadian and francophone community. Departmental protocols for translation, training and communications have been developed and distributed and are now being used across the department.

A French language capacity study was carried out to identify DCS employees capable of offering French services. Community Services also took full advantage of French language training opportunities and filled 77 seats, enhancing DCS's ability and fluency in the language. Both the survey and training will help us become more efficient and improve our ability to offer French services to the Acadian and francophone community.

Collaboration with third-party service providers and community stakeholders is paramount. They are best-positioned to appropriately respond to the needs of the Acadian community. We acknowledge our role in supporting these organizations as they strive to enrich the lives of so many. These improvements mean sustainable changes for this and future generations, while also respecting cultural uniqueness.

The Acadian and francophone community play a vital role in the cultural diversity and richness of this province. Community Services is proud to work with the community as it establishes its *raison d'être*.

Our department's response to public requests for communication in French

French-language Training, Communication and Translation Protocols have been developed and distributed and are now in use throughout our organization.

A French component has been integrated into departmental waiting area and client suggestion box protocols. Both our internet and intranet sites are continually updating information on French initiatives for DCS employees and the public.

Presentations on French-language Services were given to all Regional Management Teams and new staff entering our department at orientation sessions. These enhancements lead to a standardized distribution of French material and information regarding our programs and services.

French-language Services offered by Department of Community Services

District offices in Yarmouth, Digby and Inverness counties are committed to offering services in French by having staff dedicated to serve the francophone community. Our satellite offices in Cheticamp and Meteghan are well-positioned in predominantly Acadian communities and offer most of its front-line services in French.

Our department ensures French representation at provincial stakeholder sessions and AGMs held by Acadian and francophone agencies. In addition, our Family and Community Supports division supports French Early Learning and Child Care Programs and Family Resources across the province.

We have conducted a French language capacity survey and are in the process of analyzing the data in order to utilize our French capability to its fullest. A French language bureau is being established to minimize response time to requests from the community for French language services.

In accordance with our Translation Protocol, we are prioritizing departmental brochures, pamphlets, documents and online information to be translated and made available to the Acadian and francophone community.

Community Services has assigned a fulltime Coordinator to enhance staff awareness of French-language Services. This position also offers third-party service providers and the community a vital link to our programs and services in their native language.

How the plan will contribute to the preservation or growth of the Acadian and francophone communities

The 2008-09 school year saw 70 percent of elementary school students entering the CSAP system at the primary grade level identify English as their predominant language. This number has risen five percent over the past three years. Acadian stakeholder meetings, Réseau Santé forums/consultations and Acadian Federation AGMs have consistently identified Early Childhood as a crucial time to provide supports if we're to avoid the threat of assimilation and preserve cultural identity.

Community Services, along with other departments and community partners, play a vital role in the lives of Nova Scotia children and their families. Our Family and Community Supports Division recognizes Early Childhood as a priority area in the Acadian and francophone community. Programs that are responsive to cultural diversity are evident throughout our Child Care and Family Resources Section. Our continued support of Early Learning and Child Care Centres, Family Resources and third-party services allow for programming and services to children and families in their own language. The Department of Community Services is committed to giving children a healthy start, while allowing them to maintain their cultural identity.

Table 1 – Progress in Reaching Goals and Objectives for 2008-2009

Progress in Reaching Goals and Objectives for 2008-2009:
(Department ABC)

Objectives	Expected Results: 2005-2009 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
Objective 1 **Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act.**	1.1 The Office of Acadian Affairs and the Minister fulfill their obligations pursuant to the French-language Services Act.	**1.1 Fulfill obligations determined in the French-language Services Act**	-Continued participation on French-language Services Coordinating Committee and sub committee. Designate now in place to ensure representation -French-language Services will continue as an identified priority in our department's Business Continuity Plan	- Representation at Coordinating Committee and Sub Committee meetings -Quarterly progress reports were completed and new FL priorities established
	1.2 Increased capacity for government to support departments/offices in the delivery of French-language services.	**1.2 Enhance departmental capacity to deliver French- language Services**	-Review internal Department of Community Services policies/protocols and identify where French-language Services can be incorporated -Collaborate with other departments and their French-language Services Coordinators to integrate French services into interdepartmental initiates ie: Human Resources, Child and Youth Strategy, etc.	- FL component included to Client Service Initiative Waiting Area & Suggestion Box Protocols -DCS now a partner on Réseau Santé's steering committee -FLS Coordinator participated on FL Coordinating HR/Training Sub Committee
Objective 2 Consultation with the community.	2.1 Establishment and prioritization of the French-language services to be offered, and of strategies or approaches for service delivery.	**2.1 Establishment and prioritization of French- language Services to be offered, and strategies or approaches for service delivery**	-Department of Community Services will adhere to provincial guidelines when consulting with the francophone community ie: Bilingual Poverty Reduction Strategy questionnaire, Client Comment Cards, etc.	-Conducted Poverty Reduction Strategy Survey in French and English -71 Community Services offices offer client suggestions boxes with bilingual comment cards.

			- Department of Community Services will continue to be represented at provincial Acadian Association meetings -French-language Services is being integrated into Client Services protocols and overall Initiatives ie: waiting area and telephone, etc.	- DCS represented at FANE, FPANE & CPRPS AGMs. -DCS represented at Bonjours and Award for Excellence (French-language Services) campaign launches - Integrated French-language into departmental client service initiatives such as client suggestion boxes, and waiting area.
<u>Objective 3</u> Communicating, sharing information, and promoting services available in French.	3.1 Public information is available in both official languages of Canada.	**3.1 Public information available in both languages**	-Prioritize, translate and make available information and material relevant to the Acadian and francophone population such as printed publications, website material, promotional items and news releases -Continue working with N.S. Professional Associations in identifying French Service Providers -Department of Community Services will continue to be represented at Provincial Acadian and Francophone Organization meetings -Supply bilingual Vision/ Mission plaques and other French material to designated waiting areas within our organization	- Translated major publications such as *Weaving the Threads: A Lasting Social Fabric, Our Kids Are Worth It* brochure, *Emergency Preparedness Manual and Privacy Brochure*- 25 000 words translated. - Developed internal Communication and Translation Protocols and distributed to all Executive Directors, Managers and Directors - Distributed 44 French-language *Mission, Vision and Values* plaques which are displayed in 23 dept. offices

	3.2 Employees and the public are more aware of the approach being taken by the government to provide French-language services.	**3.2 Increase employee and public awareness of the approach by government to provide French-language Services**	-French-language Services to be added to Client Service Initiative staff survey -Presentations on French-language Services will be offered to Casework Supervisors, Provincial Conferences and will be included to Staff Orientation -Collaborate with other departments to establish Acadian Cultural Awareness course	-On-line Client Service staff survey included questions on employees' knowledge of FLS -Offered presentations on French-language Services to entire Head Office staff and during Orientation Session for new department staff. -Promoted French-language Services in departmental newsletter, desk top publication, and intranet site. -FLS available on both Internet and Internet sites. -FLS presentations to all RMTs and Executive Committee. - FLS Coordinator participated in development of Acadian Cultural Awareness course
Objective 4 Supporting French-language services development, planning, and delivery in priority areas.	4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.	**4.1 Development and adaptation plans and strategies for French-language service delivery as part of annual planning process**	-Consultation on French-language Service Plan will include Client Service Advisory Committee -French-language Services Plan will continue to be developed based on priorities identified by Acadian and francophone communities, Organizations and Stakeholders	-Client Service Coordinating Committee played a key role in development of FLS Plan. - DCS ensured French representation to FANE, FPANE, CPRPS and Réseau Santé's AGMs
	4.2 The government has a coordinated approach to deal with human resources issues related to the delivery of French-language services.	**4.2 Coordinated approach to deal with human resources issues related to the delivery of French-language Services**	-Concentrate French Training in priority areas- ie: reception/ front line/ high demand areas -Evaluate our FL capacity and develop protocol to render greater efficiencies and collaboration between offices and programs -Collaborate with new Public Service Commission French-language Services Policy Analyst	- Our dept. utilized 77 seats FL training seats last year -Training Protocol developed and distributed to all Executive Directors, Managers and Directors across DCS - FL Capacity Survey completed by all DCS/Housing Managers and Directors identifying staff capable and willing to offer services in French - FL Coordinator served on HR/Training FL Coordinating Sub Committee

			-Client Service Initiative/ French-language Services consult with HR representative on ongoing basis	- HR Consultant assigned to Client Services and French-language Services Initiative
	4.3 Service delivery corresponds to the objectives outlined in the Global Development Plan for the Acadian and Francophone community.	**4.3 Support community initiatives that address the needs of the Acadian and francophone community**	-Our organization will continue to play a major role in assisting third party service providers in their efforts to deliver French services to the Acadian and francophone communities -Department of Community Services will participate in Provincial Acadian Associations' Annual General meetings	-Supported Conseil Jeunesse Provincial with Réveilution Project designed to enhance confidence and cultural identity of Acadian youth. - Supported Hub Model phase II project which saw CPRPS (La Pirouette) expand their Family Resources services to neighbouring Acadian communities. - DCS participated on an interprovincial committee (NS, NB and PEI) for Recruitment and Retention of Early Childhood Dev. Educators - Participated on provincial stakeholders working group to promote recruitment and retention of ECD staff - Subsidy programs provided for Early Childhood Development Programs including stabilization, operating, salary and renovation grants - Licensed Child Care stickers now available to approved facilities in French - Facilitated translation of Transition Homes Websites - Supported French Early Intervention programs in Acadian communities - DCS were present at FANE, FPANE, CPRPS and Réseau Santé's AGMs.

Table 2 – Goals, Objectives, and Measures for 2009-2010

Goals, Objectives, and Measures for 2009-2010:
(Department ABC)

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations. This includes the required review of the Regulations before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.	**1.1 Fulfill obligations determined in the French-language Services Act**	- Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee - Contribute to the Government's annual progress report on French-language services
	1.2 Designated public institutions have implemented all sections of the Regulations.	**1.2 Enhance departmental capacity to deliver French-language Services**	-FLS is identified as a priority in our department's Business Plan and reported on quarterly. - FLS has been incorporated into departmental forms committee initiative. - Establishment of French-language Bureau which identifies our department's FL capacity.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and Francophone community as identified through consultation.	**2.1 Prioritization of French-language Services and strategies for service delivery**	-Collaboration with Réseau Santé's focus groups and consultation sessions. - DCS will continue offering French representative at Acadian Association's AGMs i.e.; FANE, FPANE, CPRPS, Réseau Santé, etc. - Consultation with frontline service providers help identify and prioritize FL services and programs.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
Objective 2 – Enabling French-language Services *Consult, plan, develop,* and deliver French-*language services in* priority areas	2.2 Public service employees are more knowledgeable about the approach being taken by the *government to provide* French-language services; are more *sensitive to cultural issues* pertaining to the Acadian and Francophone community; and promote public awareness of French- language services and their *availability*.	**2.2 Increase employee awareness of French-language Services**	- New staff Intranet site will offer ongoing, updated FL information - FLS is a key component of department's new *strategy for the integration*, evaluation and launching of Healthy Workplace and *Organizational Excellence Program* - Regional presentations and orientation sessions for new staff will be offered - DCS will support staff wishing to attend Acadian Awareness Training
	2.3 The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	**2.3 Increase public awareness of the approach by government to provide French-language Services**	- Prioritize and monitor translated documents, brochures, pamphlets, press releases and internet information - DCS will continue to be represented at Acadian Federation AGMs and stakeholders sessions
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	***2.4 Prioritization of French-language Services and strategies for service delivery***	*- Internal Healthy Workplace Committee and Executive Committee to be consulted and participate in development of FLS Plan* - Continued participation in Acadian Federation AGMs and stakeholders sessions - DCS is a partner on Réseau Santé and therefore a participant on their provincial focus groups and Consultation Sessions
	2.5 The capacity of the PSC to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation, and training are in place.	**2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services**	- Development of Community Services' French language service bureau - Concentrate FL training on priority positions and by addressing regional gaps. - Complement FL training with Lunch and Learns, Acadian Awareness Training and Intranet activities - Work with Human Resources and interdepartmental sub-committee on recruitment and retention strategy of bilingual staff

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and Francophone community has resources available for its long-term development and sustainability	3.1 Government has helped Acadian and Francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	**3.1 Support community initiatives that address the needs of the Acadian and francophone community**	- Our Early Learning and Child Care (ELCC) Plan offers much needed support to the Acadian and francophone child care sector through Expansion and Replacement Loans, Operating Grants, Child Care Subsidy Program, Program Enhancement Grants and Repair and Renovation Loans - Support 3rd party service providers enhance Family Resources Services to the Acadian and Francophone communities - Youth Secretariat is enhancing its services to Acadian and francophone communities by translating documents, brochures, web information etc and working collaboratively with the Conseil Jeunesse Provincial - Support Early Intervention programs in Acadian and francophone communities - Our Recruitment and Retention Strategy will assist Early Childcare Sector through Early Childhood Education Assistance and Continuing Education Programs